WHY THE REGISTRY IS IMPORTANT TO DIRECT CARE WORKERS (CNAs)

It's very important to report your address, name, and job changes to the Registry! And now, YOU can keep this information updated online or by calling 515-281-4077. This new Registry puts you in control of your personal information!

If your contact information is not correct or current:
• You could lose your active status on the Registry.
• You won't receive information about your certification or profession and other resources.

At this time, only Certified Nursing Assistants (CNAs) are required by federal law to be listed on the Iowa Direct Care Worker Registry, formerly called the Iowa Nurse Aide Registry. In the future, the Registry may include other classifications of direct care workers.

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Resources

Iowa Direct Care Worker Registry
515-281-4077 or 1-866-876-1997

For Worker Rights Questions:
Iowa Department of Labor
515-281-5387 or 1-800-562-4692

For reporting abuse:
Iowa Department of Human Services
1-800-362-2178

Iowa Long Term Care Ombudsman
515-725-3327 or 1-800-532-3213

Iowa Department of Inspections and Appeals
Complaint Hotline: 1-877-686-0027

Iowa CareGivers Association Mission:

*Enhancing the quality of care
by providing education, recognition, advocacy, and
research in support of direct care workers*

**1117 Pleasant Street, Suite 221
Des Moines, IA 50309
Phone: 515-241-8697
Fax: 515-241-8587
Email: information@iowacaregivers.org
Website: www.iowacaregivers.org**

Iowa
Better Jobs
Better Care
Building a Strong Long-Term Care Workforce

Your Guide to Using the
Iowa
Direct Care Worker Registry

**Iowa Department of
Inspections and Appeals (DIA)**
www.dia-hfd.state.ia.us

IOWA CareGivers
ASSOCIATION

REGISTRY HAS NEW NAME

The Iowa Nurse Aide Registry now has a new name -- the **Iowa Direct Care Worker Registry** -- with a number of changes that you'll find very helpful to you personally and professionally. Finally, you can take some responsibility for your own profession.

You'll find the Registry changes to be more fair and tailored to your needs because:

» No matter where you are, you'll be able to keep your information up to date. From any Internet access site (home, school, library, employer) you can check and update your personal information. Keeping your information current will help to prevent you from losing your certification or being classified as "inactive" when you move or change jobs.

» You'll have access to the site on-line 24 hours a day, seven days a week.

» The system is programmed to print your CNA certification card upon request.

» The Registry has been expanded so that in the future it can include other classifications of direct care workers.

For help with the Registry Website:
1-800-532-1174
(Hours: 7am to 5pm M-F)

For questions about certification or to update your information:
Direct Care Worker Registry Help Desk
1-515-281-4077

OTHER FEATURES

» Find links to many other resources.
» Check out a facility's report card.
» File a complaint or report abuse.

WHAT THE FUTURE HOLDS

The Direct Care Worker Registry's current changes are just the beginning. It is our hope that in the future, the Registry will also provide information to the elderly and to persons with disabilities who are seeking the services of a direct care worker.

We are always looking for ways to enhance the professional lives of direct care workers. Please contact the Iowa CareGivers Association with your thoughts and ideas.

A webpage just for direct care workers is also part of the future plan.

Benefits and Opportunities through Iowa CareGivers Association

•Annual conference
• Educational opportunities
•Networking opportunities
•Advocacy
•Leadership training
•Mentor certification
•Personal and professional growth opportunities
•Relationship building between areas of care
•The Hub newsletter
•Partnership
•Recognition programs
•Scholarships
•Information and referral
•Website with helpful resources and links

For questions about Iowa CareGivers Association or about how to become a member call 515-241-8697 or check out ICA's website at www.iowacaregivers.org.

STEP BY STEP INSTRUCTIONS FOR DIRECT CARE WORKER REGISTRY

How to use the website:

Website address: www.dia-hfd.state.ia.us

1. Use the website address above to access the home page of the Department of Inspections and Appeals - Health Facilities Division.
2. Click on the Login button on the website's navigation bar (along the left side of the screen).
3. A welcome screen will appear asking for your user ID and password. (In some cases the following information for passwords will not apply. See the NOTE below about users with possible duplicate user IDs. Information has been mailed to these users.)

User ID: Your user ID is the last four digits of your social security number, followed by an underscore (_) and the capitalized first letter of your first name and last name. For example, Mary Doe, social security number 123-45-6789, would have the following user ID: 6789_MD

Password: Your initial password is identical to your user ID except an @ symbol comes before the ID. Using the above example, Mary Doe's initial password would be: @6789_MD

Upon your first visit to the website, you will be asked a few basic questions about yourself. Answers to these questions will be used to verify your account in the event a password is forgotten. You will then be asked to change your password. The new password must be eight (8) characters in length or greater. The password also must contain letters, at least one (1) number and one (1) special character (such as: !, @, #, $, %, &, *) to be accepted by the password system.

NOTE: There will be a small number of users whose User ID and password will match another user due to identical Social Security numbers and initials. These users have received a letter from DIA-HFD indicating the correct User ID and Password for them.

Cut out and keep for future use.